Art Unit: \*\*\*

(CURRENTLY AMENDED) A method for resimpling product information, said method compnang:

sending at tigast a purchased product information and a purchase number to a distantasensional generated on the firms of purchase particular to the purchase;

recovering a repair request form including the purchase number from the customer-

-remeding warranty information, corresponding to the pareness number received from the current-minit used by the customer, from a nation information associational Calabase managing the purchase number inclusting a product that the customer suschlassed and warranty information showing a manually of the product;

informing advocabilities required illums with the notificated warranty information to the

conducting a request precises corresponding to one of the selectable request flums, which is indicated from the customen terminal.

receiving a repair status request including a shop identification information and <u>inamer artr a moj a cula ragar a prikoupor</u>

determining whether with seconfactal committee align when is regulated by searching for the shap distribution intermeden in a shap registration database:

obtaining the pure rules number from the piece turning the excitomer terminal, when the shop isonateation information is found in the shop redistration database; and

sending the automor-scrainolythen terring; the repair status which is based on repair history eventration by seasoning in a repair cistory database contraging the repair history information openeming the topol request, based on the purchase number.

- (PREVIOUSLY PRESENTED) Too method as claimed in cision it, wherein anid conducting of the request process further comprises deleting the purchased process information and the warracty information of a product indicated by the purchase number received from the customic-terminal, from the sales information management database when one of the selectable repriest items, indicated from the conformer-durrinal, above a request to delice information robited to a product that the tustomer outchased.
- (CLARGENTLY AMENDEU). The matrice os claimed in dain 1. Abore fuller 3. <u>monthing</u>

conding contracts integralism and the surchased product information, from the street termed), to the sales information management delibored, used tree-for by the place terminal of the contract interestion from the contemporal resolutions.

und sales information management database manages fire customer information contending the trustomer by corresponding the customer to the purchase sumber of the product that the customer purchased and

said conduction of the Happost process complises:

distributing a repair request sheet including repair information for a repair person who is selected by senioring from the seles information monopropint database based on the customer intermation corresponding to the purchase number receives from the customer terminal when one of the selectable request come, which is indicated from the existence terminal, shows a recess to report the product that the customer punctioned; and

maintaining repair contents conducted by two requir parameters the purphase marker of a received product the regain nistory information to the repair history database.

PREVIOUSLY PRESENTED; The muthod as closmed in claim 3, wherein said conducting of the request process further comprises:

politying the customer of assectable termining place forms showing places to recove u tenues i tiqui trice concentrib inante centre propor a proportion bis tott those contentration proportion sheet including one of the schotable receiving place forms, which is indicated by the customer, to valid repair parson.

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5 / GREVIOUSIX PRESSNIED) The method as dictimud in claim 2, wherein hald Woming adaptable request terms comprised:

chacking whyther or not a same repair to conductors within a productor-ined period, by searching for the repair history information from and capits history document based on the purchase number received from the customer; who

informing said warranty information and said required forms with a result of said creeking to the customer.

• 6, (PREVIOUSLY PRESENTED) The method or district in claim 3, further or compresses.

scarching for the purchase number corresponding to the repair contains showing a recall from said repair history destrace;

extracting the customer information from said sales information menogement detains a bused on the search corresponding to the repair contents; and

entorming rucult information to recall a product, to each customic who participated the product based on the customer information estimated from and sales information management dealers.

7 (CANCELED) The method ex diffined in claim 3, further comprising: searching for the reper history information from the result history information dustabase beard on the surchase number when a request mossage including the porchase number and teplosting a logal resource required from the dustament and

sending the regall status crowled, based on the searched report Mesory information, to

(WITHERAWN) The merrod as chierce in claim 3, wherein said conducting a recount process comprises:

specifying a product impact on the purchashol product rejectification recovered from the fluorementacritist when one of part, selectable request forms, which is selected by the customer, shows a request to collect the product, which the customer purchased, to dispose of hims) of a

octaining, from a table materialising a collection fee for each product, even enfortion free reboted to the product specified to be disposed of and calculating the total collection toe;

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distributing a collection request sheet including extinction comests and the total collection to to a collection purson selected based on the continuer information corresponding to the subtract product identification measured from the continue terminal.

- 9 (WYTHDRAN's) The method as district in date 1, further comprising informing the surchased product identification to the contomer terminal of the customer based on the outtomer information when the purchased product information, in which shop identification information identifying a shop is provided, and the customer information concerning the distance are received in much a knowlearning which the shop uses.
- 10. (WiThinkOvVVI) The method as obtreed to strim 1, furthat comprising: maintaining the purchased product identification including shop televification identification including a proposed product identification in said sales information management debibase; and

creating a groduct list timing product information of purchased product of the customer based on the outstands industrial product identification corresponding to the customer information reviewed from the value information management database when the customer information is received, and sending the product list to the outstand-terminal.

11. (WithtitikAWN) The method as started in dalm 10, further compilising, vicinizing the purchased product identification of croducts which the kincp soid, by searching for the shop combination of the shop from said wake information reprogrammed damples when a request moseoge requesting to obtain information related to product, which are sold by the shop and are computing it received from the shop-barricial of the shop.

prepring receive-replace product information at products that are identified by the purchased product identification obtained in the copy (4) and are needed to replace, by mining to a table expiration give replacement time of each product, and

notifying the mend-to-replace product information to the shorterminal.

12. (WITHDRAWIT) The method as divined in daim 11, further comprising sanding coveriences information based on the contents information retrieved from and unless information management causes by the purchased property identification of the product, which reed to be restored, when adventisement information, including poventionment contents, is

repeived from the shap terminal

 (CURRENTLY AMENDED) A computer-readable reporting medium baving a program recorded literates for assuring a computer to manage product information, by.

ending at least a parchased product estimates of a the section of the transfer of a resonance section of the limb of parchases sections of the limb of the sections of the sections of the limb of the sections of the section of the sections of the sections of the sections of the section of the sections of the section of th

receiving a repair request form including the sciences elember from the disconnections of

notifiering warranty information corresponding to the purphase number received from the customer-terminal used by the customer. Item a sales information management detapose managing the purchase number identifying a product that the outstance purchased and the werenty information showing a warranty of the product;

Informing selectivities conjumn items with the retouved warranty information to the contours deminate

Conducting a request process corresponding to one of the selectable region items, which is indicated from the customer terminal;

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deformating whether a straptic steen itemitation internation is registered by searching for the above steeningsalan information in a above registered attaining.

obtaining the purchase number from the <u>strongerproper</u>action determined, when the shop (dentification information is found in the shop regionation determined, and

mending the exchange terminal the repair scales which is based on regair history information by searching in a remair history distribute mininging the repair history information constraint the repair request, based on the succhase number.

14 (CURRENTLY AVENDED) The computer-readable recording medium as claimed in calim 13, whereing to record to record to the second to the sec

sanding company; information and the purchased product information, from the page burning to the salest information management database, upon receiptly, the shop are model of the malerum referencies from the contemps terminal wherein

salt takes information management database manages the outlamer information

concerning the mesomer by corresponding the customer to the purchased product (contribution of the profiled that the customer purchased; and

reproducting a request project comprises the codes of

distributing a requirement sheet including repair information for a requirement who is soluted by searching from the sales information management distribute based on the customer information corresponding to the purchased product identification received from the customer terminal when one of the substatute request dome, which is indicated from the customer, terminal when one of the substatute request dome, which is indicated from the customer, terminal, shows a request to repair the product that the customer purchased, and

maintaining retain contents conducted by the repair person and the perchased product identification of a regained product as the repair rectory information to the repair history doctages.

 (CORRESTLY AMENDED) An apparatus for reanging gradual information, comprising:

An autist part serving at least a purificial property another and a purchase number to a testimonary generalized at the firm of purchase particular to the purchase.

mn input soit receiving a result require from including the purchase number from the customer-terminely.

a cabo information management suitabase managing the purchase combot isomitying a product that the customer purchased and warrany information choosing a warranty of the product:

is winterly information retrieving parasetissing warrently information corresponding to the purchase number received from the customer-terminal used by the customer, from said cales intothation management database;

a request item informing part informing agreeable request items with the warranty information retrieved by cold warranty information retrieving part to the customer-territoria.

4 request process constituting part conducting a recuest process percesponding to one of the swindship request items, which is indicated from the customer terminal;

tocolving it must attitus tect optimited ng a strop barriflower, information and required ng proper status from a strop ferminal.

determining whather a chaptharatic prisonal canan interestion is implated by scoreing for the stop identification information in a stop registration database;

combing the purchase number from tho shorter recipies continued, when the shop

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Mentification information in found in the shop registration database; and

sunding the <del>distinct states</del> dominal the repair status which is based on repair rispecy information by countring in a repair history detenate monograp the repair history information contenting the repair request, based on the purphase number.

16. (CURRENTLY AMENOED). The apparatus as claimed in claim 15, wherein wherein outsides indicated and the perchased product information are construct the 1800 tomation to the perchased product the second to the shop imministration and passed the second to the shop imministration and the construction of the perchased perchased the second to the second

said sales information management dutabase manages the outstamer information concerning the customer by contemporating the customer to the purchased product localification , of the product that the outstomer purchased ; and

said request process conducting part comprises.

a repair request shoul distributing and distributing in repair request sheet including repair information for a regult person who is solected by searching from the soles information management database based on the outstoom information consequencing to the purchased product identification receive from any outstanding terms which consider requests come, which is indicated from the outstanding shows a request to repair the product rest the outstands purchased, and

4 repair contents municiplining part maintaining repair conserves conducted by the rebuilt person and the prochesiod product identification of a repaired product are the regain history information to the repair traitery database.

 (VMTHISRAWM) A midfhod for requesting to repair a purchased product prough a customer-terminal, said method compassing:

displaying a product list, tisting parameter products at a display unit of the displaying-

sending purchased grodual identification, identifying a product selected from oald product that by a customer using the customer terminal, to a support center aupporting the product; and requesting to report the product, identified by the purchased product identification, by informing the support center of one of selectable request borns, which is geterned by the customer, when werenly information, showing werenly covering of the product and the request forms. To receive them the support center.

18 (NYTHIDIANN) A computer resolution recording module, having a program recorded thereon for equaling a computer to sequest to repair a purchased product through a continued to timinal.

displaying a product lest inting purchased products, at a display writ of the quantumerterminal

sending putitioned product identification, identifying a product selected from an's product ist by a continuer using the obstantification to a support center augmenting the product and requesting to repair the product, identified by the purchased product identification, by informing the support center of information around them, which is activated by the augmentification around product and the request terms are received from the support center.

 (VITI-DRAWN) An apparatus tils requesting to repair a parchased geoduct through a customer-terminal, compressing:

a disclaying particles/aying a product faxibility purchased products as a display unit of the customent-entities;

a sensing part conting purchased product identification, itemfora a product selected from said product tid by a customer using the customerterminal, to a support color supporting the product and

a repair requesting port requesting to repair the product, identified by the purchased product identification, by informing the support center of one of solocazile request terms, which is askeded by the customer, when warranty information showing warranty contents of the product and the recessitions are received from the support center.

(GANCELED) A method for managing product inferresion, said method coreprising:

displaying a purchased product list including at light to first number, a purchased product information, and a purchase number for each purchased product at a outtomer-terminal parentaled at the time of purchase particular to the purchased;

creating a regain request from including the purchase number corresponding to the list cumber solected by the originary at the maximum-terminal and sending the repair request form



from the customersecttinal to a service deritter;

relificating womenly information, corresponding to the purchase number received from the customer-terminal wheel by the customer, from a color information management distalpase managing the purchase number indexing a product that the customer curchased and warranty information showing a warranty of the product;

informing solociable reducts flows with the retrieved waitranty information to the customer openings.

conducting a request smeass corresponding to one of the selectable request items, indicates from the customer terminal;

tricking a report attus toducat including a conditionalization information and conserving a report status;

determining whether a shap is registered by sourching for the shap Identification in a step registration database;

containing the purchase number from the outtomor terminal when the shop localification information is found in the shop registration decabone; and

Sending the customer-terminal the tepair status which is based on requirinferry. Information by bearching in a repoir history database monaging the repair history information concerning the repair history information concerning the registrations, twenty to a pay purchase monager.

21. [CANCELED] A computative adable recentling medium having a program recorded thereon for callating a computar to minings product information, by:

transmitting a purchased product list including at least a fast number, a purchased product information, and a purchase number for each purchased product, generated at the time of purchased purchased purchased product tast is for displaying at least the fish number at a confirment man displaying at least the fish number at a confirment purchased product tast is for displaying at least the fish number at a confirment purchased purchased ordered a substance at the customer-terminal to pend the repair request form from the outstander-terminal to a service correct.

fettioning well-andy information corresponding to the purchase number required from the customer-terminal used by the customer, from a sales information management database maintaining the purchase number (dentifying a product that the customer purchased and the wallandy information proving a warranty of the product.

informing subsectable request forms with the numbered warranty into matter to the



udomér teominat,

monitoring a request process on inspending to one of the selectable request librar, which is indisposed from the customer-territorit,

receiving a report status recuest including a single identification information and removing a report status,

delinerating whether a shop is registroud by searching for the shop identification information to a stop segratation dutabase:

obtaining the purchase number from the outstamps terminal when the sturp identification information is found in the shap high-inition daubase, and

ainding the customenterminal line report sizus which is based on report history intermation by sounding in a record history database managing the report history information concerning the report request, based on the purpose number.

22. (CANCELEO) An opparatus for managing product information, comparing: an output part barrentifing a purchased product first including at least a first number and a perchased product first a customer purchased for each purchased product, whereit and transmiring of the purchased product sit is for displaying at least the first last number at a rustomer derminate and creation of a cuptar request form including a purchase number, generated at the first of purchase perfectly to the purchase, consequenting to the first number, severated by the customer at the substructural first last to send the repair request form from the discounter formation and to send the repair request form from the discounter-customal to a service center.

a salta information management datacase draneging the purchase morphes indicating a product that the quantities purchased and waitanty information showing a warranty of the product;

a warranty information rectaviling cost relificating warranty information corresponding to the partitions number received from the customer-forminst used by the customer, from and sales information management database;

a neasest them informing part informing colocubits request forms with the warranty information retrieved by paid warranty information retrieving part to the continuenterminal;

A follows produce confinding and conducting a request scooper companying to one of the selectable request topic, which is indicated from the continuer-recovering.

receiving a repair status impuret including a stop identification littlemarks and requesting a repair status;

Colomiting whether a chook syngationed by searching for the shop learnification information in a chop registration distulbuse;

othering the purchase number from the dustamentum instruments when the chaolidentification information is found in the chap registration database; and

sending the customer comment the repair status which is brand on repair history retemption by postating in a repair history discourse managing the repair history information contacting the repair request, based on the purchase number.

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